

APPLICATION PACK
Director of Community Services

Job Title:	Director of Community Services
Reporting to:	CEO
Responsible for:	Operational and strategic management of the London Irish Centre Community Services, including a team of 15 plus volunteers
Working with:	Staff, Volunteers, Partners, Government, Board of Trustees and relevant Stakeholders
Salary:	£50,000 - £65,000 per annum
Office location:	50-52 Camden Square, NW1 9XB (Hybrid with a minimum of four days a week on site)
Days:	Monday-Friday (flexibility required with some out of hours on call)
Contract type:	Permanent

Who We Are

The London Irish Centre’s mission is to empower and enrich lives through Irish community and culture. Since 1955, we have served the Irish community in London, providing crucial support, connection and a ‘home from home’ to those living in the capital.

Our services include accredited advice and support, community wellbeing activities, and an extensive programme of Irish arts, culture and education. Our venue also comprises of a licensed bar and shop, as well as private hire spaces to support the work of our charity.

As the Irish heart of London, we extend a warm, inclusive welcome to all who seek our help, offering support, community, and a place to celebrate the best of Irish culture.

The London Irish Centre is the oldest and largest Irish Centre in Britain, offering a mix of community and cultural services for both Irish and local communities in London and UK wide.

How to Apply

In this pack we have included a job description and person specification to support your candidature. The details in the job description and person specification should be addressed in a maximum one-page cover letter. The cover letter should include your current job title, salary and position within banding where relevant. To apply, upload your CV and cover letter to this portal:

<https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=1c4f69a0-cfa8-42be-9688-f0b4dd8932c4>

Director of Community Services

Please note that all roles at the London Irish Centre are subject to enhanced DBS (Disclosure and Barring Service) checks as part of our commitment to safeguarding and promoting the welfare of vulnerable individuals.

The deadline for applications is Wednesday 30th April 9:00 a.m.

Applications will be reviewed on a rolling basis, and we will be actively interviewing. We reserve the right to close applications before the stated deadline. Interviews will begin with an initial online screening, followed by in-person interviews at the Centre, likely during the week commencing May 5th.

If you would like to have an informal conversation with Séamus MacCormaic (CEO and hiring manager) please contact us by email at recruitment@londonirishcentre.org to arrange a call.

Job Brief

We are looking for an experienced, visionary and strategic Director of Community Services to lead and develop our Advice and Support Services and our Engagement and Development Programmes. You will have a passion for, and a demonstrable track record of, building strong, resilient, and inclusive communities as well as developing and motivating a team of staff and volunteers. You will be a supportive, compassionate, enthusiastic, and experienced leader and manager of Community led and quality-led Community services.

An effective change manager, you will be passionate about making a real difference to the Irish and wider communities across London. This is a great opportunity to join the leadership team of the London Irish Centre (LIC) as it embarks upon a significant turning point in its 70-year history, helping the charity deliver its ambitious organisational strategy to empower and enrich even more lives through Irish Community and Culture.

About You

- You have demonstrable experience of leading and managing community services in the independent or public sector for a minimum of ten years.
- You are a professional, enthusiastic leader who can bring your sector experience to benefit this critical role and the wider organisation.
- You are an inspirational leader, bringing a team and others with you and leading by example.
- You have a proven track record in successfully leading a team, across multiple service delivery areas, and in implementing change.
- You are well-organised, able to manage several competing requirements with the ability to prioritise your work effectively to meet tight deadlines.
- You demonstrate excellent interpersonal and communication skills, both written and verbal and are comfortable working with people across a wide portfolio, with various levels of experience and socio-economic backgrounds.

Personal Specification

Essential and Desirable Skills & Experience

Qualifications	Essential	Desirable
Degree in Social Work, Public Administration, Community Development, Health and Social Care or a related discipline	X	
Post graduate qualification in Advice, Social Work, Public Administration, Community Development, Health and Social Care or a related discipline		X
Leadership or management certifications (ILM, CMI, MBA or related)		X

Experience	Essential	Desirable
At least ten years' experience of working in Advice, Support, Community Programming, Health, Local Government or related field	X	
Experience of working in an operational and hands on role in any of the areas of delivery in which the London Irish Centre Community Service operates	X	
At least ten years' line management experience with at least five years' experience in managing a team, across multiple delivery areas, in a relevant field	X	
Experience of working with people with complex needs including lead safeguarding responsibilities	X	
Experience in managing projects, identifying conflicting demands and establishing clear priorities, targeting resources in order to meet agreed objectives	X	
Experience identifying, writing for and applying for Community Services grant applications to support the work undertaken	X	
Experience of successfully gaining quality assured accreditation in Advice and Befriending	X	
Experience in developing strategy	X	
Experience in collaborating with other organisations		X
Experience working in a charity		X
Experience of working in an arts or cultural organisation		X

Skills & Knowledge	Essential	Desirable
Understanding of the safeguarding agenda and associated legislation, policy and guidance	X	
Understanding of and interest in keeping up to date with best practice in relevant areas	X	
Good working knowledge of database systems (LIC currently uses Beacon). Able to interrogate database and reporting systems to produce and analyse statistics and reports on activity	X	
High level IT literacy across Microsoft Office suite, particularly excel and word, and ability to use other digital platforms Teams, Zoom, CRMs	X	
Understanding and knowledge of grants and how they work	X	

Attributes	Essential	Desirable
Ability to motivate and engage people	X	
Ability to work through challenges in positive and effective ways	X	
Solution oriented in approach with a can-do attitude	X	
Excellent communication skills and the ability to communicate diplomatically and respectfully with people at all levels of the organisation, with very good written and face-to-face communication skills	X	

Qualities	Essential	Desirable
Friendly, warm, open and even tempered – able to cope with urgent deadlines, stressful situations and conflicting demands	X	
An affinity and enthusiasm with the purpose, vision, mission and values of the London Irish Centre	X	
Keen to learn and develop in the role, with an ability to make best use of mentoring, supervision and training opportunities	X	

Key areas of responsibility

Workforce

- Maintain a positive culture within the Centre in line with the London Irish Centre values and expectations.

- Overall responsibility for management, development, motivation, support and appraisal of the community services teams, and other team members when agreed with the line manager.
- Maintain and implement effective policies and processes for managing staff and volunteers, including recruitment and retention, induction, training and appraisals.
- Ensure adequate and appropriately skilled staffing of the community services team.
- Monitor performance against budgets, targets and Key Performance Indicators.
- Ensure best practice and quality assured delivery of Community Services and Programmes.

Financial

- Overall responsibility for management and reporting of community services budget.
- Overall responsibility for management and monitoring of all community services` grants.
- Responsibility for ensuring services are managed within delegated budget.
- Operating within financial governance arrangements at London Irish Centre.

Income generation

- Ensure relationships with all supporters and donors are managed and developed effectively, including trusts, individuals, major donors and corporate partners.
- Identify suitable new grant and trust funds and lead on applications.
- Lead on monitoring, reporting and submissions for current grant and trust funds in accordance with funders` requirements.

Impact and Innovation

- Overall responsibility for the service`s impact management in line with the London Irish Centre`s theory of change.
- Lead on identification and adoption of innovative technology to improve the processes and impact on community services.
- Overall responsibility for communicating the outcomes and impact of the community services and programmes.
- Strategic Development.
- Work with the CEO, other management and the Board of Trustees to set and achieve the charity`s strategic objectives.
- Ensure Community Services resources are effectively targeted.
- Lead in implementing a strategic plan for Community Services and support team leaders to deliver against performance targets.
- Develop and foster positive relationships with external stakeholders.
- Engage with existing and new partners to ensure the charity meets the increasing needs of those who use our community services.

This job description is a guide to the nature of the work required of the Director of Community Services. It is not wholly comprehensive or restrictive and may be reviewed as required

Employee Benefits

- Enhanced annual leave - 26 days plus bank holidays (increase to 27 days after 5 years of service pro rata).
- Enhanced sick pay - 4 weeks of contractual hours on full pay after completion of probationary period pro rata *
- Enhanced maternity and adoption leave pay*
- Cycle to Work Scheme*
- Tech Scheme*
- Eyesight tests and contribution to corrective glasses*
- Jury Duty leave pay*
- Employee Assistance Programme.
- Complimentary tickets to select events.
- 50% discount on LIC education courses (subject to availability).
- 20% discount at the LIC shop and 10% discount at the LIC bar.
- Mindfulness app membership*

***Only available to staff on contracts of a minimum of 12 months**

LONDON IRISH CENTRE

OUR SIX CORE VALUES

At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to equality and diversity within our workforce. Please note our offices have some barriers to access, which is one of the core missions that our redevelopment will overcome.